HCIM Master's
Student Handbook

2020 - 2021

UNIVERSITY OF
18 56
MARYLAND

COLLEGE OF
INFORMATION
STUDIES

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PROGRAM STRUCTURE

The HCIM program requires students to complete 30 credit hours, consisting of required courses (12 credits), electives (12 credits), and either a capstone or thesis (6 credits).

30 Credits Total

12 required course credits | **12** elective credits | **6** capstone or thesis

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PROGRAM STRUCTURE
THINGS TO NOTE

- The 30 credit hours of academic work must be completed with a **minimum 3.0 GPA** within **five calendar years** from the first semester of registration.

- At least **24** of the **30** total credits must be designated **INST**, **INFM**, or **LBSC** courses taken within the iSchool. Up to **6** credits may be taken outside the iSchool.

- Students may opt to include 1-credit courses as well as traditional 3-credit courses to reach their 12 elective credits.

REQUIRED COURSES

Core Courses

All students are required to complete the following courses to gain the necessary skills and theoretical foundation to complete their degree:

- **INST 630 - Introduction to Programming for the Information Professional**
- **INST 631 - Fundamentals of Human-Computer Interaction**
- **INST 711 - Interaction Design Studio**
- **INST 710 or INST 808 Research Methods Course**

CORE COURSES
THINGS TO NOTE

HCIM students must receive a **grade of B or higher** in all required courses to be considered passing. If a student receives lower than a B in a required course, the course must be repeated.

Waiving the Programming Course

Students may request to waive the required INST 630: Introduction to Programming for the Information Professional course if they can demonstrate coursework and professional experience that meets or exceeds the course learning outcomes. See the waiver request form on the iSchool website if you believe you meet this requirement. If the waiver is approved, you may select 3 credits of elective coursework to replace it.

Research Methods

All HCIM students are required to complete at least one of the following research methods courses:

INST 710 - User Experience Research Methods (highly recommended for students who anticipate taking the capstone in their second year and pursuing an industry career)

OR

INST 808 - Seminar in Research Methods and Data Analysis (appropriate for students pursuing a pre-doctoral course of study). Please note that different sections of INST 808 will emphasize different research methods--qualitative and quantitative. Please check with the graduate student advisor or instructor to get details about each semester's offerings.

Additional methods courses may also be taken as electives.

Core Course Sequencing

Please consider that there are some constraints in terms of sequencing of core courses:

- Full-time students must take INST 630 before or concurrently with INST 631. (Part-time students taking only one class per semester may begin with INST 631.)
- INST 631 and INST 711 are currently offered only once each academic year, in fall and spring semesters, respectively.

- INST 710 is currently offered only during the fall semester; one or two sections of INST 808 are anticipated to run in each semester.
- All required courses (INST 630, 631, 711, and a research methods course) must be completed before students begin their capstone or thesis work.
- Thesis and capstone are started in the fall semester and taken over two consecutive semesters. Neither thesis nor capstone can be consolidated into one semester.

ELECTIVES

Any graduate-level course **(600 and above)** offered within the iSchool is considered relevant to an HCIM student's course of study and is thus an acceptable elective. Students should read the course description in Testudo and make sure they meet any knowledge and skill requirements identified there before they sign up for an iSchool elective course.

ELECTIVES
THINGS TO NOTE

- Students may also take a single relevant 400-level undergraduate class for graduate credit. No additional 400-level courses can be counted toward the HCIM degree, nor can any undergraduate courses listed below the 400 level.
- Any course that was applied to requirements for any other degree cannot be counted toward the HCIM requirements.
- Course offerings vary depending on staffing and scheduling needs, and are also contingent on enrollment. Not every elective is offered every semester.

Example Electives within the iSchool

Strongly Recommended for HCIM Students

INST 728T - Visual Design

INST 702 - Advanced Usability Testing

Also Recommended

- INFM 605 - Users and Use Context
- INST 622 - Information and Universal Accessibility

- INST 627 - Data Analytics for Information Professionals
- INST 633 - Analyzing Social Networks and Social Media
- INST 638 - HCI Professional Preparation (1 credit)
- INST 639 - Practical Skills in HCI (1-credit topical courses identified by different letters)
- INST 650 - Facilitating Youth Learning in Formal and Informal Environments
- INST 651 - Promoting Rich Learning with Technology
- INST 652 - Design Thinking & Youth
- INST 670 - Introduction to Javascript Programming
- INST 671 - Introduction to Web Programming
- INST 682 - Personal Health Informatics & Visualization
- INST 704 - Inclusive Design in HCI
- INST 728E - Game Design
- INST 728F - Games and Learning
- INST728J - CSS/HTML Basics
- INST 741 - Social Computing Technologies and Applications
- INST 760 - Data Visualization
- INST 762 - Visual Analytics

Outside the iSchool

Students are required to take 24 credits within the iSchool, and may also request to take up to 6 credits of HCIM-relevant courses outside the iSchool. On occasion, our HCIM students have searched Testudo and found relevant offerings that are open to them within other departments and colleges, including Art, Computer Science, Education, and Journalism. Please pay special attention to any listed prerequisites or restrictions.

If you are considering a course relevant to your degree but outside of the iSchool, please fill out an approval form for taking courses outside of the iSchool. If approval is granted, you are responsible for getting approval from the instructor and host department and following any other registration requirements.

HCIM Internship

Students typically choose to complete a summer internship during the summer between their first and second year, which they find and obtain themselves.

Internships may be:

- Paid or unpaid
- For a nonprofit, government, or commercial entity
- In a research or industry setting
- In the United States or in another country (so long as the supervisor speaks English and the main work product is also in English)

Special note for international students: To work legally off campus, international students must follow procedures to obtain Curricular Practical Training with the Office of International Student & Scholar Services. This includes submitting an internship offer letter for approval before accepting it and registering for UNIV099 (an academic component to tie the internship with the curriculum) while working at the internship.

FULL-TIME & PART-TIME OPTIONS

The HCIM program may be attended on a full-time or part-time basis. Please note that some required classes (e.g., INST 775/776 - Capstone) may be offered during the day, and students will have to make arrangements in their schedules to attend.

While some iSchool electives may be offered online, core HCIM courses are offered only in person on campus. (In Fall 2020, all HCIM courses will be offered online only due to the pandemic; as of this writing, decisions about whether Spring 2021 courses will be offered online or in person on campus have yet to be made.)

International students should consult with the International Student and Scholar Services (ISSS) office regarding any special requirements related to in-person or online courses for those holding F1 visas.

Sample Course Plans

The following course plans are intended to provide a possible picture of an HCIM student's course load under various conditions. These are not a prescriptive registration guide; students are encouraged to develop their course plans in consultation with their advisor.

	Year 1	Year 2	Year 3
Standard Full-time Plan	Fall ● INST 630 ● INST 631 ● INST 710 Spring ● INST 711 ● INST 702* ● INST 728T*	Fall ● INST 775 or 799 ● Elective (3-credit or three 1-credit combo) Spring ● INST 776 or 799 ● Elective (3 credit or three 1-credit combo)	N/A
	Year 1	Year 2	Year 3
Spring Start - FT Attendance (special 2021 option)	Spring 2021 ● INST 631 ● INST 711 ● INST 728T* Summer 2021 (optional) ● Elective, e.g., HTML/CSS Fall 2021 ● INST 710 ● INST 630 ● Elective	Spring 2022 ● Elective ● INST 702* Summer 2022 (optional) ● (Optional elective - assume many students will have internships) Fall 2022 ● Elective if needed ● Capstone** **Options under consideration for the Spring 2021 start are to	

		either run a 6-credit Capstone in Fall 2022 or get it reduced to a 3-credit requirement and have students pick up a different elective somewhere.	

	Year 1	Year 2	Year 3
Part-time Plan - 1 class per session	Summer (before): ● HTML/CSS Fall: ● INST 631 ● 1-credit Prof Dev Winter: ● 1-credit Spring: ● INST 711	Summer: ● INST 630 Fall: ● INST 710 Winter: ● 1-credit Spring: ● INST 728T*	Summer: ● INST 702* Fall: ● INST 775** or 799 Winter: ● None Spring: ● INST 775** or 799 **Possible Capstone section just for part-time students

*While INST 702: Advanced Usability and INST 728T: Visual Design are not currently required courses, students who desire a career in the UX industry are strongly advised to consider them as essential to be well-prepared for available job opportunities. Similarly, students who intend to pursue research careers, including a PhD, are encouraged to focus their electives on more methods courses, including statistics.

Part-Time and Full-Time Status

The Graduate School uses a [unit system](#) in making calculations to determine whether students have full-time or part-time status. This determination may be relevant for student loans, assistantships, and/or visa status.

Please note that graduate units are different from credit hours. The number of graduate units per credit hour is calculated in the following manner:

- Courses in the series: 400-499 carry 4 units per credit hour.
- Courses in the series: 500-599 carry 5 units per credit hour.
- Courses in the series: 600-897 carry 6 units per credit hour.
- Master's Research: 799 carries 12 units per credit hour.

To be certified as full time, a graduate student must reach 48 units per semester. Graduate assistants holding regular appointments (20 hours/week) have full-time status if they are registered for at least 24 units in addition to the assistantship. Holders of half-time assistantships (10 hours/week) are considered full-time if registered for 36 units. Audited courses cannot be used in calculating full-time or part-time status.

Full-Time Status for International Students

International students on F-1 or J-1 student visas must maintain full-time status according to Federal regulations governing F-1 and J-1 students. Under certain circumstances, international students may drop down to part-time status during their final semester in the program. More information about [maintaining status](#) is available through [International Student and Scholar Services](#).

International students should always consult with ISSS regarding any questions about their status. ISSS advisors may be reached at 301-314-7740, or by chat.

CAPSTONE OR THESIS

All students must complete either a capstone project or a thesis as a culmination of their studies. Each option requires registering for

6 credits

3 credits in Fall | 3 credits in Spring

The Program team will help students determine which option is right for them, with discussions starting early in the second semester of the program.

Capstone or Thesis Course Sequencing

Please note that certain program requirements must be completed before students begin their thesis or capstone:

- The core curriculum (INST 630, 631, 711, and a research methods course) must be completed before students begin their capstone or thesis work.
- In the standard two-year program, the thesis and capstone must be started in the fall of the student's final academic year, and the required coursework must be completed over two consecutive semesters.
    - The sequence cannot be compressed into one semester or taken over two non-consecutive semesters.
    - It cannot be started in any semester but the fall.
    - Students doing a thesis who need more than two semesters to complete their project may enroll in INST 799 for a third semester.

Capstone

Students who register for the HCIM Capstone work on group projects for external clients posing a challenging problem or opportunity that requires user research and iterative design to produce product designs and interactive prototypes.

During Capstone, students will:

- Apply and refine their UX skills in user research, design concepts, interaction and visual designs, and interactive prototypes, all validated through iterative refinement with end users and stakeholders.

- Meet with and present to the industry client, sharing their work frequently at different intervals.

- Learn what to expect in industry and hone the skills (including project management and collaboration) to be successful.

At an outcome of the Capstone, students will have a major UX project that they can publicly discuss, present, and share in their portfolio.

You can read more about Capstone projects on the [iConsultancy web pages](#).

CAPSTONE
THINGS TO NOTE

- Students register for INST 775 and INST 776 in consecutive semesters.

- The instructor is responsible for assigning students to project teams and guiding overall learning.

- Student teams will also have a point of contact within the organization sponsoring the project.

Thesis

The thesis option involves an individual working closely with an academic mentor (advisor) to conduct original research that will result in a paper of the quality to be published by the preeminent HCI conference, [CHI](#) (See examples in [ACM Digital Library](#)

and past HCIM examples in the [University of Maryland repository](#). Theses are best undertaken by those with well-developed research topics and strong writing skills.

Getting Started

To get started with the thesis track, interested students should complete the following steps in the spring and early summer of their first year.

Step 1: *Review the [Graduate School's Academic Policies: Master's Degrees](#) document and note those sections relating to the thesis. -* Spring semester of first year

Step 2: *Find a thesis advisor who is willing and able to supervise a master's thesis well before the fall semester of their final year. The best approach is to begin talking to faculty members very early in the process to see if your project idea fits with their research agenda and if they have time to advise you on the project.*

Step 3: *Register for INST 799 with their advisor's section number in the fall and an additional 3 credits of INST 799 with the same advisor in the spring of their second year. -* Summer after first year

Establishing a Committee

The student and the advisor, who will serve as the chair of the Thesis Committee, will assemble the complete thesis committee.

Step 1: *Identify at least two other members who meet the criteria specified in the [Graduate School Master's Degree Policies](#). -* Fall semester of second year

Step 2: *Submit the [Thesis Committee nomination form](#) as soon as the committee has been determined, but at least six weeks prior to examination and in accordance with the [university's academic deadlines](#). Committee members are responsible for approving the proposal and evaluating the thesis itself (see below for a discussion of each of these). -* By early spring semester of second year

Proposal and Research

The student works closely with their academic advisor (also known as the Thesis Committee Chair) to design an appropriate research plan and course schedule.

Step 1: *Draft a thesis proposal*

- Under the direction of the Chair, the student develops a thesis proposal that describes the work to be accomplished as part of the thesis. - Early fall semester of second year

Step 2: *Submit an IRB*

- Before research on the thesis can begin, any relevant research assurances, including the use of human subjects in the research, must be submitted to and approved by the [Institutional Review Board](#) (IRB) following their established procedures. - Early fall semester of second year.

Step 3: *Complete research and drafts under the guidance of the thesis advisor.*

- The student completes their research and drafts the thesis with guidance and input from the Chair as needed. The student, Chair, and committee members work out the schedule for reading chapters of the in-progress thesis and reviewing the final draft of the thesis in advance of the defense. Theses should be formatted according to the [editorial and technical specifications of the Graduate School.](#) - Ongoing from fall semester to March of second year

Defense Procedure

Step 1: *The Chair will schedule the defense after ensuring the student is eligible to defend.*

- This will be scheduled so that all Thesis Committee members can attend, with at least two weeks advance notice.The [Graduate School Master's Degree Policies](#) include details on emergency cancellations, remote attendance, and related issues. - By late March of second year

- The oral defense typically occurs within the College of Information Studies. Thesis defenses are open to the entire University community and are announced, including student and committee member names, time, location, title and abstract, to the University via the College's electronic lists at least 5 working days in advance of the scheduled date. - By mid April of second year

- Prior to the defense, the Chair of the committee will secure the Report of the Thesis Examining Committee created by the Graduate School. The Chair must request this form at least 2 weeks prior to the scheduled oral examination. This document is used to record the outcome of the defense after its completion. - By late March of second year

Step 2: *The student will present their oral defense.*- by mid-April of second year

- During the oral exam, the student presents the research questions, methods, and findings to attendees.
  - They also typically field questions from attendees and committee members.

Step 3: *The Committee makes its determination.*

After the oral examination is complete, the Thesis Committee deliberates in private, without the student present, and decides on the outcome. Once decided, they share the outcome with the student. They may:

- Accept the thesis without any recommended changes and sign the Report of the Examining Committee.
- Accept the thesis with recommendations for changes and, except for the Chair, sign the Report of the Examining Committee. The Chair will check the thesis and, upon his or her approval, sign the Report of the Examining Committee.
- Recommend revisions to the thesis and not sign the Report of the Examining Committee until the student has made the changes and submitted the revised thesis for the Thesis Examining Committee's approval.The Thesis Examining Committee members sign the Report of the Examining Committee when they approve the revised thesis.
- Recommend revisions and convene a second meeting of the Thesis Examining Committee to review the thesis and complete the student's examination.
- Rule the thesis (including its examination) unsatisfactory. In that circumstance, the student fails.

Passing the Defense

To pass, a student must receive passing votes from all Committee members. One vote of failure means that the student does not pass.

The Committee may call a second examination as a result of a failed defense. If the student fails the second defense, or if no second defense is called, the student loses standing as a graduate student at the University of Maryland (see Graduate School Policies for details).

[Procedures for the Oral Examination](), including outcome options, can be viewed in The Graduate Catalog.

The Chair uses the Report of the Examining Committee document to record the outcome of the defense after its completion.

Publishing and Final Submission

Following the completion of the Report of the Thesis Examining Committee, the student must submit that form and the [Thesis and Dissertation Electronic Publishing Form]() signed by the student and the Chair to the Office of the Registrar. More information about [Submission and Publication of the Thesis]() can be found in The Graduate Catalog and information about [Thesis & Dissertation Filing]() can be found on the Graduate School's website.

To be successfully submitted, a thesis must conform to the [electronic thesis guidelines and style guide](). To facilitate the submission of the thesis, the student should consult these resources early in the process of writing the thesis and follow the requirements accordingly. The final deadline is typically late April or early May.

The thesis and accompanying forms must be submitted by the [deadlines posted by the Graduate School]().

Thesis and Capstone Scheduling

Early in the fall semester of their second year, thesis students are encouraged to work backwards to create a schedule for completion of the thesis in the spring semester, keeping in mind these key dates.

- The University specifies a final date by which theses must be submitted to the Graduate School electronically each semester. See the academic deadlines. The deadline is typically in late April or early May.

- Students are responsible for scheduling their oral defense with their advisor and committee at least two weeks in advance of the thesis submission date to allow time for requested changes and corrections made by the committee. This usually means theses must be defended by the second week of April.

- Further, students must submit a final draft of their thesis to their Thesis Committee no less than **two weeks** before their oral defense date. This typically means sharing a copy of their draft thesis at the end of March.

Working from these known deadlines, students can then continue to work backward to allow ample time to conduct their research and write their theses. Because this is a large and complex undertaking, students should build out a schedule in advance in consultation with their advisor, allowing ample time for feedback and revision along the way.

Capstone students are responsible for making end-of-semester presentations to their clients on a schedule determined by the instructor in conjunction with the client. It is a course requirement that the students be present in person for these presentations.

GRADUATION

Applying for Graduation

All candidates for graduation must submit a Graduation Application by the 10th class day of their final semester. The deadline date is posted on the Graduate School website. The form must be submitted through Testudo, where students can also view their application status.

International Students Applying for Graduation

In addition to the steps outlined above, international students must provide an official final copy of their transcripts to the Graduate School in order to be considered to graduate. The final copy will have the school seal and the certification of courses.

GRADUATION
THINGS TO NOTE

Failure to complete the above steps will result in a student not being cleared to graduate. Students who miss the application deadline must file a petition with the Graduate School and their academic advisor. If the petition is not approved, the student must apply for graduation during the next semester, register for a minimum of one-credit course in the following semester, and pay all appropriate tuition and fees for that course in the subsequent term.

University-Wide Commencement

Students are only eligible to participate in Maryland's University-wide commencement ceremony at the end of the semester in which they complete their degree requirements. Commencement ceremonies are held December and May.

Students who complete their degree requirements in a Summer term are not eligible to participate in the Spring commencement ceremony prior, but rather, the Fall commencement following that Summer term.

iSchool Graduation Ceremony

The iSchool hosts its own formal graduation ceremony each December and May.

We ask that students RSVP for themselves and their guests. Students are only eligible to participate in the commencement ceremony at the end of the semester in which they complete their degree requirements.

Students who complete their degree requirements in a Summer term are only eligible to participate in the Fall commencement immediately after the Summer in which they complete their degree requirements.

Diplomas

Diplomas are mailed to students approximately 2 months after graduation. [Diploma Services](#) should be contacted for all diploma related questions.

GRADING

Calculating Grades

Grades are calculated in the following format:

The grade of A+ or A is calculated at 4 quality points,

A- at 3.7 quality points

B+ at 3.3 quality points

B at 3.0 quality points

B- at 2.7 quality points

C+ at 2.3 quality points

C at 2.0 quality point,

C- at 1.7 quality points

Every graduate student must maintain a cumulative grade point average (GPA) of 3.0 for all courses taken at the University to maintain good academic standing. A student may repeat a course to earn a better grade. Whether higher or lower, the most recent grade is used to compute the grade point average.

Grades for graduate students remain a part of the student's permanent record. Changes in previously recorded grades may be made if timely (within one semester) and if the original instructor certifies that an actual mistake was made in determining or recording the grade. The change must be approved by the Dean and the Dean of the Graduate School. Graduate credits transferred from another institution are not included in the calculation of the grade point average.

GRADING
THINGS TO NOTE

- Students do not earn credit toward the degree for courses in which they receive a grade of C+ or lower.
- For graduate students, all courses numbered 400 and above are used in the calculation of the grade point average, except 500-level courses, those numbered 799, 898, or 899, and those graded with an S.
- HCIM students must receive a grade of B or higher in all required courses to be considered passing.
  - If a student receives a B- or below in a required course, the course must be repeated, and may only be repeated one time.
  - If a student fails to earn a B or better in the repeated course, they will be referred to the Students in Academic Difficulty Committee and may be dismissed from the program

"Incomplete" Grades

An "incomplete" is an unusual grade that an instructor may award to a student whose work in a course has been qualitatively satisfactory, but who is unable to complete some portion of the work required because of illness or other circumstance beyond the student's control.

In awarding the grade of "I" for graduate courses other than 799, instructors must fill out an "Incomplete Contract for Graduate Students." The contract specifies the work remaining to be completed. It must be signed by the instructor and the student. Incomplete grades are permitted at the full discretion of the instructor(s), and must be accompanied by a signed Incomplete Contract which stipulates the outstanding work that must be completed, the deadline by which the work must be submitted, and the grade that the student will earn if the work is not completed by the deadline. The signed contract must be submitted to your advisor.

Students remain in good standing despite grades of incomplete if the courses are not required for their degrees. For courses required for graduation, students are considered to be making satisfactory progress only if they fulfill the conditions of any outstanding incomplete contracts in a timely manner.

Academic Probation

A student whose cumulative grade point average falls below 3.0 will be placed on academic probation by the Graduate School. Permission of the Program Director and the Director of Student Services is required for a student on probation to register for courses. Probation will be lifted when the student achieves a cumulative GPA of 3.0. A student on probation who has completed fewer than 15 credits must raise his or her GPA to 3.0 or above by the end of the semester in which the student completes 15 credit hours or he/she will be dismissed from the Graduate School and HCIM program. A student who has completed 16 or more hours of coursework and whose cumulative GPA falls below 3.0 will be placed on probation and will have one semester in which to raise his or her cumulative GPA to a 3.0 or he/she will be dismissed from the Graduate School and HCIM program.

A graduate student's academic record (transcript) is intended to serve as a complete history of the student's academic progress at the University of Maryland. Under no circumstances will academic records be altered because of student dissatisfaction with a grade or other academic accomplishment.

ACADEMIC INTEGRITY

All students should familiarize themselves with the Graduate School's policies on academic integrity. The University is an intellectual community. Its fundamental purpose is the creation and dissemination of knowledge. Like all other communities, the University can function properly only if its members adhere to clearly established goals and values. Essential to the fundamental purpose of the University is the commitment to the principles of truth and academic honesty. The Code of Academic Integrity is designed to ensure that the principle of academic honesty is upheld.

Students who are found to have falsified, fabricated, or plagiarized in any context, such as coursework, laboratory research, archival research, or thesis / dissertation writing, will be referred to the Office of Student Conduct. The Office of Student Conduct has some discretion in determining penalties for violations of the University's standards of academic integrity, but the normal sanction for a graduate student found responsible for a violation of academic integrity will be dismissal (suspension or expulsion) from the University.

PROGRAM ADMINISTRATION

The HCIM program is administered under standards and regulations established by the Graduate School under the jurisdiction of the Graduate Council of the University of Maryland.

Within the College, the HCIM program is directed by the HCIM Program Director in consultation with the HCIM Committee, which consists of faculty representatives, one representative of the HCIM students, and the Dean of the College as an ex officio member. The meetings of the HCIM Committee are open to anyone interested in participating. However, due to legal requirements related to privacy, meetings or

portions of meetings where the HCIM Committee addresses issues pertaining to individual students or applicants to the College are not open to students.

The HCIM Program Director leads the HCIM Committee to perform the following tasks:

- Oversee administration of the program;
- Define, evaluate, and modify principles on which the program is based;
- Make admission and funding decisions about applicants to the program;
- Determine if admitted students are sufficiently prepared to be able to waive selected requirements and communicate the status of these requirements to accepted students;
- Review and sign off on thesis committees for individual HCIM students.

PROGRAM COMMUNICATION

The HCIM program and the iSchool use email as the official communication channel to communicate about key deadlines, scholarships, assistantship opportunities, internships, etc. Please check your email at least once per day to stay current. You are responsible for knowing about all information sent this way.

The HCIM program maintains a mailing list to which all enrolled HCIM students are subscribed. If you want to update your address for this listserv, email Brittany Antrum at bantrum@umd.edu.

The official iSchool and University of Maryland mailing lists automatically use whatever address you have provided to the registrar. To make a change here, follow these instructions:

1. Go to the Registrar's page on **Testudo**: http://www.testudo.umd.edu/
2. Click on **Change Address/E-mail**
3. Sign in with your Directory ID and password
4. Update your email address
5. Update your permanent and local addresses
6. Click Update Address Information and log out of Testudo

QUICK REFERENCE GUIDE

Questions about . . . ?	Contact	Email	Phone
Tuition and fees	Student Financial Services and Cashiering	billtalk@umd.edu	(301) 314-9000
Financial aid	Office of Student Financial Aid	umfinaid@umd.edu	(301) 314-8377
Billing and payment	Student Financial Services and Cashiering	billtalk@umd.edu	(301) 314-9000
Visas, I-20s, CPT/OPT	International Student & Scholar Services		(301) 314-7740
Registration	Office of the Registrar	registrar-help@umd.edu	(301) 314-8240
Insurance and medical care	University Health Center	health@umd.edu	(301) 314-8180
Counseling	University Counseling Center	gradwritingfellows@umd.edu	(301) 314-7651
Accessibility issues	Accessibility & Disability Service	adsfrontdesk@umd.edu	(301) 314-7682
Legal issues	Graduate Student Legal Aid Office	GradLegalAid@umd.edu	(301) 405-5807
Parking, bus schedules	Department of Transportation Services	transportation@umd.edu	(301) 314-DOTS (301) 314-3687
Improving your writing	Graduate School Writing Center		(301) 405-9871
Registration questions, forms, waivers, graduation	iSchool Student Services Office	dsmith49@umd.edu	(301) 405-6453
Program issues	HCIM Program Manager	cboston@umd.edu	(301) 405-4528